

## BENCHMARKING ACTIVITIES FACT SHEET

November 1996

### Introduction

The purpose of this benchmarking activities' fact sheet is to keep the Executive Team, HQ Process Owners, District and CAO Commanders, and their staffs apprised of the status of the active benchmarking studies underway in DCMC. It will be issued on a periodic basis and will provide information such as each team's current status and whether the study is on track or not, and why.

### Method of Distribution

This fact sheet appears on the DCMC Homepage.

### Status of Current Benchmarking Studies

All AQO projects have completed internal benchmarking, with the exception of the Program Integration project which was placed on hold prior to a benchmarked process being identified. The AQAC project, Distributed Computing will be completed in March 1997.

Several of the AQO teams did some initial analysis of potential external benchmarking partners, but no formal external benchmarking was done. Memorandums are being written to the field from the applicable DCMC HQ Contract Management Policy Directorate (AQO) teams. These memos will outline individual project results including best practices, lessons learned, and process insights.

Due to FY 97 budget constraints, future DCMC level benchmarking efforts have been placed on hold. However, the DCMC HQ AQO teams' have been tasked with examining ways to take the processes beyond the teams internal benchmarking efforts and expand to external comparisons. Also, a method for better management of benchmarking project selection and costs will be established.

On the following pages, the latest status of the specific benchmarking projects.

Stephanie Strohbeck  
John Glover  
Benchmarking Steering Group

1. Process Being Benchmarked: Product & Manufacturing Assurance (Sub-process: Contract Delivery Surveillance)
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Lead District: DCMD East

District Benchmarking Coordinators  
Edward Clavette DSN 955-4224

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Robert Joyce DSN 955-4502  
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POC: Elizabeth Bourgeois, DCMDE-OTDP, (District Process Champion)  
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Team Members:

Elizabeth Bourgeois, Project Team Leader  
Margaret Quinn, Industrial Specialist, DCMC Garden City  
Stephen Hill, Industrial Specialist, DCMC New York  
Karen VanVolkinburg, Procurement Technician, DCMC Syracuse  
Les Morton, Sr., Senior Industrial Specialist, DCMC Baltimore  
Allen Gram, Administrative Contracting Officer, DCMC Twin Cities  
Joseph Hahn, Management Analyst, DPRA-C  
Wayne Easter, DCMC-AQOC, Process Owner  
Brian Dillon, Facilitator, DCMC Boston

Current Status:

The final report, dated August 15, 1996, was sent to DCMC-AQOG, attention, Mr. Wayne Easter, on September 5, 1996.

Following the briefing to Ms. Jill Pettibone at the Operations Chiefs' meeting in Boston, MA on October 10, 1996, an addendum pertaining to the market survey conducted subsequent to the final progress report was completed. It is being processed through the District signature cycle. Estimated completion November 27, 1996.

## 2. Process Being Benchmarked: Authorizing/Accepting Shipments

Lead District: DCMD West

POC: Terry Nelson, DCMDW-OP (District Benchmarking Coordinator)  
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Team Members:

William Luzinski, Industrial Systems Analyst, DCMDW-OT, Project Team Leader  
Terry Nelson, Process Champion, DCMDW-OP  
James (Rick) Williams, Quality Assurance, DCMC Van Nuys  
Pat Warner, Quality Assurance, DCMC San Diego  
Carole Magnuson, Management Analyst, DPRA-C  
John Childers, DCMC-AQOG, Process Owner  
Malcom Thomas, Facilitator, DCMC Van Nuys  
Steve Davis, Industrial Specialist, DCMC GE Cincinnati  
Karla Haskins, DFAS Columbus

Current Status:

During the Operations Chiefs' meeting in Boston in October, Ms. Jill Pettibone asked the team to provide additional detail to support the team's recommendation that a decentralized, as opposed to centralized, organization produces lower rather than higher reject levels. The team surveyed all CAOs and received responses from 48. From the results of the survey, the team determined that the recommendation to implement the Operations team contract administration structure is a valid one. Responses from CAOs who have decentralized and data from the UNMC140B Report (Region Recap of DD250 Recycling Awaiting Action Report) support the team's finding that DCMC Syracuse should be the benchmark for DLA.

Ms. Pettibone also asked the team to provide an addendum to the benchmarking report to include a written report of the results of the survey conducted with potential external partners.

A report, including both of the above actions, was completed on November 21, 1996 and forwarded through the District signature cycle.

3. Process Being Benchmarked: Contract Receipt, Review and Postaward (Sub-process: Contract Receipt and Review)
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Lead: DCMD East

District Benchmarking Coordinators

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POC: Kathy Blauvelt, DCMDE-OTBC (District Process Champion)  
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Team Members:

Kathy Blauvelt, Project Team Leader  
Barbara Gaines, Termination Contracting Officer, DCMC Cleveland  
David Jorza, Industrial Specialist, DCMC Detroit  
Rita Kepich, Contract Administrator, DCMC Garden City  
Jim Larsen, General Engineer, DCMC Twin Cities  
Steve Schenk, Contract Price/Cost Analyst, DCMC Pratt & Whitney, W. Palm Beach  
Josephine Ross, DCMC-AQOE, Process Owner  
Joseph Bednarz, Management Analyst, DPRA-C

Current Status:

Following the briefing to Ms. Jill Pettibone at the Operations Chief's meeting in Boston, MA on October 10, 1996, further efforts on performing a market survey were suspended and the final report was completed. The final report is being processed through the District signature cycle. Estimated completion date is November 27, 1996.

4. Process Being Benchmarked: Product and Manufacturing Assurance
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Lead District: DCMD East

District Benchmarking Coordinators  
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POC: Joseph Banks, DCMDE-OTDP (District Process Champion)  
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Team Members:

Joseph Banks, Project Team Leader  
V. J. Drango, DCMC Pittsburgh  
Patrick Garrity, DCMC Sikorsky  
Raymond Butscher, DPRA Chicago  
Jim Nelson, DCMC Garden City  
Edmund Massa Jr., DCMC Hartford  
Tom Orsillo, DCMC Boston  
Paul Dobrusin, DCMC GE Lynn  
Henry Seay, DCMC GE Lynn  
Edrie Marquez, DCMC Springfield  
Robert Hoff, DCMC Santa Ana  
Georgeanna Adams, DCMC-AQOC, Process Owner  
Kay Winiarz, DCMC Lockheed Martin, Facilitator

Current Status:

Following the briefing to Ms. Jill Pettibone at the Operations Chief's meeting in Boston, MA, on October 10, 1996, further efforts on completing the project were suspended and the final report is being prepared.

Upon completion of the final report, it will be processed through the District signature cycle and forwarded to HQ. Estimated completion December 6, 1996.

5 Process Being Benchmarked: Contract Closeout
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Lead District: DCMD West

POC: Carol Hess, DCMDW-GLOC  
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chess@stlao.dcrs.dla.mil

Team Members:

Carol Hess, DCMDW-GLOC, Project Team Leader  
Loretta Bowman, DCMC-AQOE, Process Owner  
Linda Martin, DCMDW-GE (Technical Advisor Only)  
Joseph Hahn, Management Analyst, DPRA-C  
Wayne Murphy, DCMDE-GAMB  
Mary Rios, DCMDW-GEHB

Janine Samson, DCMDE-RZOA  
Holly Zumdick, DCMDE-RCOA

Current Status:

There were no open issues for the team. The final report was submitted and was the basis for the presentation to the Operations Chiefs in Boston, MA on October 10, 1996.

**6. Process Being Benchmarked: Program Integration**

Lead District: DCMD West

POC: Mike Lowry, DCMDW-OT (District Process Champion)  
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Team Members:

Mike Abernathy, DCMC Lockheed Martin Denver, Project Team Leader  
Mike Lowry, DCMDW-OT  
Capt. Joseph Minor, DCMDE-OTPP  
Ken Evans, DCMDE-O  
Shirley Hutchison, DCMC-AQOA, Process Owner  
Elmer Dela Cruz, Management Analyst, DPRA-C  
Michael Corrente, DCMDE-OTPP  
William Green, DCMC Twin Cities  
Patsy Oburn, DCMC Reading  
Phil Sparacio, DCPSO  
Lori Dellarocco, DCMDW-O (assigned to AQOA)  
Vivian Basque, Facilitator, DCMDW-DT  
Pat Markam, Facilitator, DCMDW-DT

Current Status:

Following the briefing to Ms. Jill Pettibone at the Operations Chief's meeting on October 10, 1996, further efforts on completing the project were suspended and the final report was forwarded through the District signature cycle to HQ in November.

**7. Process Being Benchmarked: Distributed Computing**

Lead: DCMC-AQAC

POC: Dwayne Eriksen, Kirtland AFB, NM (Process Champion)  
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Team Members:

Dwayne Eriksen, Project Team Leader  
George Yost, DCMDW  
Additional members TBD

Status:

Surveys are in process of being completed for the six benchmarking locations. DCMDE expects to provide their surveys to Real Decisions on November 14, 1996. DCMDW expects to deliver their completed surveys to Real Decisions on November 12, 1996. Real Decisions will input the survey results into their data base and then review, refine and analyze the results. A preliminary results presentation is planned at HQ DCMDE on December 18, 1996. A preliminary results presentation is planned at HQ DCMDW on January 8, 1997.